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| **Kinjal Shah** |  |
| **Mobile:** 9737893070  8758897701 |  |
| **E-mail:** [kinjal.pandirkar@gmail.com](mailto:kinjal.pandirkar@gmail.com) | **Address:** |
|  | 302,Sanidhya Apartment,  Behind Druvini Hospital ,  Ashanagar , Navsari-396445 |
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***Objective***

Looking forward to get associated with an organization, where there is an opportunity to share, contribute and update my knowledge for growth and development of the organization.

***Synopsis***

Highly accomplished professional **with over 10+ years** **of experience in managing resources in** **IT, Banking, and Healthcare** organizations**; Expertise in Inter**-**Personnel Skills, Recruitment, Appraisals, Managing Attrition and Lay-off;** Persuasive communicator with exceptional relationship management skills with ability to relate to people at any level of business and management; highly ethical, trustworthy and discreet.

* Possessing valuable insights, keen analysis and team approach to implement best practices to achieve business excellence
* Adept at working in high pressure environments with strict deadlines and multiple deliverables
* Superior communications and interpersonal skills, multitasking with an ability to interact with a wide range of people

***Areas of Expertise***

* Strategic and Coherent approach to the management of most valued asset of organization - People
* Recruitment
* Attraction
* Selection
* Induction, Orientation, and On boarding
* Skill management
* Training and Development
* Personnel Administration
* Payroll
* Employee Benefits
* Personnel cost planning
* Appraisals
* Labor Relations
* Rewards and Recognitions
* Coordination
* Analytical Ability
* Proactive and Industrious
* Fast at Learning

***Educational Qualifications***

* **MBA** from **University of Wales Lampeter, 2011.**
* Bachelors in Commerce, 2006
* Post Graduate Diploma Industrial Relation Personnel Management (HRM), from Mumbai University, India, in 2008.

***Computer Proficiency***

* Communication - Office Communication, e-mail clients, Messenger, VOIP
* Operating Systems- Windows XP, Vista, Windows 7
* Other Software - Microsoft Office, Open Office

***Professional Experience***

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| **Organization** | **Role** | **From** | **To** |
| **Sterling International** | **Office Administrator** | **April 2016** | **Till Date** |

**Responsibilities & Achievements:**

* Sterling International is Firm Based in Navsari Gujarat to provide Service to Foreign Education and Immigration.
* As Office Administrator my work is to prepare the Files for Students who are aspiring to study abroad.
* My job is to prepare their file which includes their Educational and Other documents, do the Foreign University admission work, Process University fees, Visa Fees, Arrange for Interview if necessary.
* I also do ticketing for Students who are going abroad for Studies and Make sure their Smooth Registration process once they reached respective country.

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| **Organization** | **Role** | **From** | **To** |
| **VSSI ( Vodafone UK Process)** | **Executive** | **May 2015** | **Feb 2016** |

**Responsibilities & Achievements:**

* As Process Executive in Vodafone Service India Private Limited my job includes process the U.K based customer files.
* Maintain their Contract, Refunds, and other changes on behalf of customer.
* Active customer Sim-Card, Apply the Changes related to Customer Network plans.
* Solve the customer queries via Email, chat and Resolve it as soon as possible.
* Clearing of overdue payments and process suspended accounts to do the further action in that.
* We also maintain files for our corporate clients and agents to provide them help and support for business.
* We are also responsible for Agency commission, early termination, Upgrade, and many other back office and support processes.

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| **Organization** | **Role** | **From** | **To** |
| **J.Sainsbury** | **Team Leader** | **Nov 2011** | **Feb 2014** |

**Responsibilities & Achievements:**

* Looking after the customer complaints.
* Organizing the Rota for the employee.
* Co-coordinating with department manager.
* Helping with training and development.
* Completing paperwork.
* Financial responsibilities.
* Prepare reports and maintain records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation, and communication of work-related information to the department manager
* Report to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs.

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| **Organization** | **Role** | **From** | **To** |
| **Kensington College of Business** | **Data Entry Operator** | **Feb 2011** | **June 2011** |

**Responsibilities & Achievements:**

* Making data entry as per requirements using MS office.
* Making daily report of the data entry

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| **Organization** | **Role** | **From** | **To** |
| **Cadila Pharmaceuticals Ltd. India** | **Admin coordinator** | **May 2008** | **September 2009** |

**Responsibilities & Achievements:**

* Provide all recruitment administration support.
* Manage the new joiner process from offer letter through to joining instructions and induction.
* Provide H.R. support and advice to employees and line managers, explaining policies and procedures in a timely and effective manner.
* Manage the absence recording system.
* Enter data into the H.R. systems so that accurate records are maintained.
* Undertake other duties as directed by the line managers commensurate with post

***Extracurricular Activities***

* Active participation in cultural events quiz, debates, games, etc
* Achieved medal in dancing Competition from St. Xavier’s College.
* Achieved Medal in Karate Competition from J.G. Asia School.
* Achieved Medal in Running Race Competition from A-one School.

***Interests***

* Reading Business Newspapers and Magazines
* Dancing, Reading, Sports.

***Personal Details***

Languages Known: English, Hindi, and Gujarati

References: Available upon Request